



# Role Profile

<b>GROUNDS MAINTENANCE CHARGEHAND</b>			
Reference No.	A4209	Type	Generic
Service	Environmental and Building Services		
Job Family	Technical 5	Grade	FC5

<b>Purpose</b>
<p>Responsible for assisting the area delivery of the Grounds Maintenance functions and related operations, ensuring the development and delivery of sustainable service provision at local Area/Ward level.</p> <p>Responsible for leading a team and undertaking work in public parks, playing fields, landscaped areas, streets, car parks and open spaces.</p> <p>The post holder is expected to work with minimal supervision and accept responsibility for team performance. Working in all weather conditions.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Scheduling work and instructing team members on day to day tasks and workload within a geographical area (i.e. prioritise workload, achieve targets). Instruct staff as required on matters relating to their job completion. (i.e. specification details, aims and values). Ensuring compliance with policy, procedures and processes relating to tasks undertaken.	<p>Experience of team management in a ground's maintenance or other relevant field</p> <p>SVQ Level 3 or equivalent in Amenity Horticulture or relevant subject</p> <p>First level management qualification e.g. CMI SCQF level 6 Award in First Line Management (S6A1) or equivalent</p>	✓	✓

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Providing regular 'hands-on' coaching to team members in methods of service delivery to encourage and maintain good practices.	Supervisory skills	✓		
Assisting in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Working knowledge of plant and equipment and current best practice in grounds maintenance or a similar environment.  Customer care skills	✓  ✓		
Developing good working relations with partner organisations and our communities to promote, assist and deliver local priorities within resources available	Good communication skills  Ability to plan and deliver outcomes	✓  ✓		
Ensuring that employees provide best value and quality service to end users and clients. (customer satisfaction). Assisting the investigation and resolution of complaints and requests for service. Taking appropriate remedial action as required.	Customer service skills (Focus on customer - See 'How We Work Matters' Framework)	✓		
Motivating employees to promote a productive and adaptable team work ethic.	Team working skills (Work together)	✓		
Ensure the efficient and effective delivery of service through managing staff and team performance	Leadership and supervisory skills  Knowledge of performance management process	✓	✓	
Assisting in ensuring that operational facilities and resources are managed in accordance with the Service requirements with reference to health and safety, quality management systems and service planning.	Basic IT skills (Embrace technology and information)  Working knowledge of quality management systems	✓	✓	
Opening and closing facilities and undertaking associated key-holder responsibilities.	Experience and knowledge of site safety			
Complying with all Service health and safety rules and procedures and ensuring accurate completion of any relevant documentation.	Awareness and compliance with Health & Safety and risk assessments (Take ownership)	✓		
Drive appropriate vehicles to effectively carry out tasks including service vehicles and trailers	Current Driving licence (Deliver results)  Appropriate Industry certification  Driver CPC	✓	✓  ✓	

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	Digital Tachygraphy Driver Card License		✓
Operating equipment, tools and plant in the provision of grounds maintenance activities including ride-on grass cutting machinery, tractors, Quadbikes and associated handheld powered equipment	Experience in driving/operating relevant grounds maintenance plant and hand-held equipment	✓	
Assist with the co-ordination and deployment of Winter Maintenance resources. Taking responsibility for the delivery of priority work within an area	Organisational skills	✓	
Using chemicals and applying herbicides, recording and controlling as to Service procedures.	PA 1 and PA6 AW spraying certificates  PA2 Spraying Certificate	✓	✓
Supporting the GM Supervisor in all aspects of planning and executing, grounds maintenance, landscape design and arboriculture work. Ensuring the use of suitable equipment and materials to carry out all aspects of grounds maintenance and arboricultural functions.	Experience of leading a variety of hard and soft landscaping projects  Arboriculture qualifications CS30 and CS31 or working towards these	✓  ✓	
Undertake and provide financial and resource quotations for work requests	Knowledge of internal financial procedures  Ability to effectively plan resource requirements		✓  ✓
Lead teams to complete environmental improvement works including, slab laying, fencing, drainage, play equipment dismantling and construction works, shrub and tree planting, and grass seeding operations. Interpreting drawings, bills of quantities, and other work instructions for non-routine works	Experience of leading a variety of hard and soft landscaping projects and or construction projects	✓	
Inspecting and carrying out daily maintenance checks on vehicles and specialist equipment as per operational guidance, reporting any defects to Fleet Services or line manager	Working knowledge of legislation relative to Service requirements	✓	
Undertaking regular inspections of work standards and take appropriate remedial action if standards are unsatisfactory. Check on equipment and associated service assets for obvious hazards, and potential failures. keeping all appropriate records of inspections carried	Experience and knowledge of working within a health and safety conscious environment  Ability to understand and quantify risk	✓  ✓	

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out. Including play park equipment and associated apparatus, signage, seating, soft and hard surfaces: Note this list is not exhaustive.	ROSPA approved inspection certificate or equivalent		✓
Assist in the design, layout and implementation of horticultural, landscape and environmental improvements	Experience in a Horticultural environment		✓
Assisting the GM Supervisor at meetings with Councillors, external and internal partners.	Communication skills	✓	
Providing cover for GM Supervisor as requested.	Leadership skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Job Title (Specialists Tasks)</b>			

### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results